

REMARKS

Reconsideration of the above-referenced application based on the above amendments and following remarks is respectfully requested.

Claims 1-15 are in the case. Claims 1 and 8 are amended hereinabove. Claim 13, 14, and 15 are added hereinabove. No new matter has been added.

Claims 1, 2, 6, 8, 9 and 11 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Dockes et al. (US 5,974,004) and further in view of Reed et al, (US 5,241,671). Claims 3 and 4 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Dockes et al. and further in view of Reed et al, as applied to claim 1, and further in view of DeMartin et al. (US 6,226,672). Claims 5 and 10 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Dockes et al. and further in view of Reed et al, as applied to claims 1 and 8, and further in view of Kelly et al. (US 6,047,292). Claims 7 and 12 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Dockes et al. and further in view of Reed et al, as applied to claim 1 and claim 8, and further in view of Akagiri (US 5,491,481).

Claim 1 is amended to recite that a client identifier is obtained during a client contact, a record in the database is accessed using this client identifier, and at least a portion of this client contact is recorded as an audio file. This amendment is supported in the specification, for example, on page 3, line 3 through page 4, line 16, and in Figure 2. Claim 1 also recites storing the audio file on a recording media, and linking the audio file to the record.

Neither Dockes et al. or Reed et al. either alone or in combination teach or suggest obtaining a client identifier during a client contact, or accessing a record in the database using this client identifier, or recording at least a portion of this client contact as an audio file. Nor, do Dockes et al. or Reed et al., either alone or in combination teach or suggest any combination of these limitations with each other, or with the other limitations in claim 1. Particularly, Dockes et al. appears to deal with linking an audio file with descriptive elements (of the audio file) found in a textual database, see column 4, line 67 through column 5, line 2. Although Dockes et al. does teach compiling customer data, it does not teach or suggest linking an audio file of a client/customer contact to a record. Nor does Dockes et al. teach or suggest that the record to

which the audio file is linked is the record that was accessed using the client identifier provided during the client contact.

Reed et al., DeMartin et al., Kelly et al., and Akagiri add no teaching with respect to linking an audio file of a client/customer contact to a record, particularly with the record that was accessed using the client identifier provided during the client contact. Thus, even if it were proper to combine these references with each other and/or with Dockes et al. the result would not meet the requirements of claim 1, as amended.

Therefore, Applicant respectfully submits that claim 1, as amended and its dependent claims 2-15, are patentable over Dockes et al. in view of Reed et al., DeMartin et al., Kelly et al., and Akagiri.

Claim 8 is amended to be dependent on claim 1.

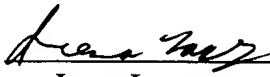
Dependent claims 13, 14 and 15 are added herein. Claim 13 recites that the contact is a telephone call, and the recording step includes recording at least a portion of the conversation that takes place over the telephone call. Claim 13 is supported in the specification, for example, on page 3, lines 4-5, and lines 27-28 and on page 4, lines 1-8. Claim 14 recites that the recording, storing, and linking step are performed responsive to the client identifier being within the predefined client identifiers for which the client contact is recorded, stored, and linked to the client's record. Claim 14 is supported in the specification, for example, on page 4, lines 1-6. Claim 15 recites that the contact is a telephone call, and the method also includes the step of receiving the telephone call, which is performed prior to the obtaining step and prior to the recording step. Claim 15 is supported in the specification, for example, on page 3, lines 3-10.

In view of the foregoing, Applicant respectfully submits that independent claim 1, as amended, and its dependent claims 2-15 are patentable.

Based on the above remarks applicants respectfully request allowance of the above-referenced application.

If there is any point requiring further attention, the Examiner is asked to contact Applicant's counsel who can be reached at the telephone number listed below.

Respectfully,
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COMPUTER RED-LINED VERSION

Amendment in response to the Office Action dated June 5, 2002

IN THE CLAIMS:

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Replace claim 1 as follows:

Replacement claim 1:

1 (amended). A method for linking an audio file to a database, the method comprising the steps of:

obtaining a client identifier during a client contact;

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accessing a record in the database using the client identifier;

recording at least a portion of the client contact as the ~~obtaining the audio file related to the~~
record;

storing the audio file on a recording media; and

linking the audio file to the record.

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Replace claim 8 as follows:

Replacement claim 8:

8 (amended). A method according to claim 1, for ~~accessing an audio file linked to a database, the~~
~~method further~~ comprising the steps of:

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~~accessing a record in the database;~~

accessing a field in the record, the field having a pointer to the audio file, wherein ~~the audio~~
~~file is stored on a recording media and the~~ pointer identifies a location where the audio file is stored
on the recording media; and

accessing the location on the recording media identified by the pointer.

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Add claims 13 through 15 as follows:

New Claim 13:

13. The method according to claim 1, wherein:

the contact comprises a telephone call; and

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the recording step comprises recording at least a portion of the conversation that takes place
over the telephone call.

New Claim 14:

14. The method according to claim 1, wherein the recording, storing, and linking steps are performed responsive to the client contact dealing with a predefined criteria.

New Claim 15:

5 15. The method according to claim 1, wherein the client contact comprises a telephone call initiated by a client.